

# **GAIN: THE BRIDGE TO INDEPENDENCE**

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## CHAPTER 1400 – CHANGES IN STATUS AFFECTING GAIN AND CALWORKS

### 1410 OVERVIEW

This chapter describes the different events that may affect a participant's eligibility and participation in GAIN and CalWORKs. When reported, these changes may result in a change of assignment, service provider, supportive service and/or a case transfer to another county or GAIN regional office. The reporting of a change (participant's address, employment and/or CalWORKs eligibility status) requires action by the case-carrying worker to assist the participant in accessing services necessary to achieve self-sufficiency.

### 1411 KEY POINTS

- An address change is required whenever a GAIN participant moves from one residential address to another.
- Participant employment is the primary goal toward which all GAIN resources are directed. It is an achievement to be celebrated. Therefore, Post-Employment Services (PES) will be offered to each participant who reports employment as a means to job retention and/or promotional opportunities.
- In most instances, the discontinuance of a GAIN participant's cash aid or his/her deletion from the CalWORKs assistance unit will make the participant ineligible for regular GAIN services. He/she will be deregistered from GAIN and his/her activity assignment and supportive services payments will be stopped.
- After exhausting the 60-month clock, the adult participant is deleted from the CalWORKs Assistance Unit (AU) ([see Section 1412.432](#)), referred to as "timed-off." Absent clock-stoppers or exemptions, ([see Chapter 400](#)) these participants would have become ineligible for the GAIN Program. To assist timed-off participants, Post-Time Limit (PTL) services are offered.
- The Family Reunification Program (FRP) allows a participant whose child or children have been removed from the home for continued GAIN services for up to 180 days, as long as there is a plan to reunify the family.
- The Department of Children and Family Services (DCFS) and Probation Department administer the Family Preservation (FPP). FPP provides services to children and families under DCFS supervision due to child abuse or neglect. Most children remain in the home with the family.

## 1412 POLICY

### .1 Address Changes

#### .11 Notification of Address Change

When notified with third party written proof of a participant's change of address, the GSW must determine if the change of address will result in a move to another GAIN region or out of the County. Where appropriate, the GSW must process an Inter-Region or Inter-County Transfer (IRT or ICT). ([See Chapter 1500 - Transfers of Participant Records](#))

#### .12 Notification of a Participant's Change of Address

##### .121 GEARS Alert, Check Participant Address

Upon receiving a GEARS alert indicating an address change, the GSW checks the Maintain Case Phone and Address (MCAP) GEARS screen within one workday to establish if the change of address results in the participant being out of that Region's service area, necessitating a transfer of the case.

##### .122 Potential Homeless

When/If the address on GEARS MCAP screen is that of the district office, the participant may be homeless. The GSW contacts the EW to verify the situation. GSWs are required to notify the EW within one workday of address changes via GN 6184, CalWORKs Notice of Change, and follow up with a telephone call.

##### .123 Review Services Needs

The GSW decides with the participant if changes in service provider and/or supportive services are needed.

##### .124 Reporting Responsibility

- (a) The participant is required to inform his/her EW of the move and to report it on his/her next QR7, Quarterly Eligibility/Status Report.

- (b) The GSW is required to notify the EW immediately upon receiving notification from the participant of a move.

.13 GEARS Updates for Address Change

Updates to the GEARS screen, Address and Phone Number Changes (MCAP), are limited to the GSS and Regional Administrative staff level.

.131 GEARS/LEADER Information Match

The address information on the CalWORKs case and in GEARS must match. Thus, GEARS updates for address changes are temporary pending the LEADER update of the participant's new address.

.14 Participant Contact

.141 Phone Contact

If appropriate, the GSW contacts the participant by phone within one workday to confirm a move and to discuss possible changes in GAIN services.

.142 Appointment Letter

If the participant cannot be contacted by telephone, a computer-generated GN 60105, GSW Appointment Letter (discuss move), will be sent within one workday requesting that the participant come in and discuss any changes that may be needed as a result of his/her move.

.15 Services/Provider Changes Resulting from Address Change

If the participant chooses/needs a change in provider and/or supportive services, the GSW shall provide him/her with:

.151 New Referrals

A referral to a new provider must be negotiated with the participant and new supportive services arrangements must be made.

.152 Timely Referrals

If a new provider is needed but there are no available resources within 15 work days, the participant must be referred to job services. ([See Chapter 700 - Job Services](#))

.153 Notice of Actions

The previous assignment and supportive services payments must be stopped and notices of action are generated and mailed notifying the participant of changes.

**.2 Participant Employment**

.21 Notification of Full-Time Employment from Participant

Upon notification from the participant or service provider that the participant has obtained full-time employment (32 hours weekly for single parents and 35 hours weekly for two-parent households):

.211 Acknowledge Participant's Achievement

A standard congratulatory contact letter is issued or mailed to the participant within one workday.

.212 Verify Employment

The participant is requested to provide verification via the standardized Verification of Employment (VOE) form, which is issued/mailed to him/her.

.213 Confirm Earnings Meet Minimum Wage Requirement

Earnings are verified to confirm that the participant is earning at least minimum wage. If the participant is earning less than minimum wage, he/she cannot be granted a [Codes 10](#) or [13](#) exemption, but is encouraged to request a salary increase to meet at least the higher of the federal or state minimum wage.

.214 Report Employment to CalWORKs

The participant is instructed to inform his/her EW of the employment and to report it on his/her next QR 7 Report.

.215 Update GEARS Screen, Employment/Placement Maintenance (MEPF)

After receiving written confirmation of employment, the GSW updates GEARS screen MEPF within one workday.

- (a) A computer-generated GN 60013, Notice of Change (employment), is automatically generated to inform the EW; and,
- (b) Information that a participant has found a job is always verified prior to ensure that accurate job/employer information is recorded on GEARS.

.216 Offer Post-Employment Services (PES)

PES and support are made available to the newly employed participant for up to 12 months from the date the participant's cash aid is terminated.

.22 Notification from EW

Upon receiving GEARS alert, "Exemption Change" or "CalWORKs Case Terminated," the GSW will verify if exemption [Codes 10](#) or [13](#) has been granted and/or CalWORKs aid has been terminated due to employment, and take appropriate action.

.23 Post-Employment Services

The participant is informed that his/her case will remain active in GAIN and the participant is offered PES ([see Chapter 1000](#)). The participant is further advised that his/her child care costs may be covered under CalWORKs and that he/she is entitled to continue Medi-Cal benefits (regular benefits if still eligible for a CalWORKs grant, otherwise Transitional Medi-Cal).

.24 Component Status

If the participant was in a GAIN activity at the time of employment and opts not to continue, the activity and supportive services are closed on GEARS.

.25 Notification of Part-Time Employment

Participants are advised that full-time employment (unless exempt) and independence from welfare should be his/her goal.



Policy stated in [Section 1412.2](#) applies. In addition:

.251 Supplement Employment Hours

Unless exempt, the participant must supplement his/her hours of employment with activity hours consistent with his/her welfare-to-work plan.

.252 Vocational Assessment

The participant is referred for a vocational assessment, as a result of his/her employment schedule, if he/she is unable to continue with the activities specified in his/her current plan or now wishes to change the focus/goals of the plan. ([See Chapter 800 - Vocational Assessment](#))

.253 Available Services

The participant is made aware that services may be available to help him/her get through job-related difficulties (e.g., mentoring).

.26 Notification from New Hire Registry (NHR)

GAIN staff will process NHR reports to the GAIN regions to verify employment not known to LEADER or GEARS. An automated process on the CalWORKs side will send an employment verification form to the employer. GAIN staff shall simultaneously attempt to verify employment with the participant to increase welfare-to-work participation and reduce sanctions.

.261 Sanctioned Cases

The dedicated GAIN Sanction Worker (DGS GSW) shall contact the participant to verify employment. The DGS shall end the sanction if the participant provides full-time employment verification. Otherwise, see section [1312.442](#).

.262 Open Cases

The case-carrying GSW will receive an alert and a listing of all his/her cases listed on the NHR report. The GSW will then take appropriate actions to verify employment if there is no matching report on either GEARS or LEADER. The GSW shall not only input the verified employment on MEPF, but will also send a copy to the district IEVS unit for input on LEADER. If the participant does not respond to the request for

employment verification, the GSW shall review the case to determine the appropriateness of initiating the compliance process as explained in section [1312.442](#).

### **.3 Documentation of Employment**

#### **.31 Verification of Employment (VOE)**

The VOE is the preferred form of documentation but other methods can be used in case the employer does not complete the VOE. Acceptable verification includes pay stubs, a letter from the employer (written on company letterhead), or a written affidavit (PA 853).

#### **.32 Control for Verification**

The GSW is required to set a 10 work day control for the return of the employment verification. If verification is not provided within the ten-day timeframe, the GSW must:

##### **.321 Schedule an Appointment to Discuss Employment**

Send GAIN Appointment Notice, GN 60104, to meet with the participant to discuss their employment status/information or to schedule the participant to the next GAIN activity.

##### **.322 Initiate Compliance**

Initiate the compliance process if the participant fails to provide the required information and fails to attend the appointment.

### **.4 CalWORKs Discontinuances and Deletions of Participant from the Assistance Unit (AU)**

#### **.41 Notification of CalWORKs Discontinuance or Deletion from Assistance Unit**

##### **.411 Notification from EW**

Upon receiving notification from the CalWORKs EW via GEARS that the participant's CalWORKs grant has been discontinued or that he/she has been deleted from the CalWORKs assistance unit, the GSW must take appropriate action to discontinue GAIN services to the participant.

.412 Notification from Participant

Upon notification from the participant, service provider or other source of any change, which could result in the discontinuance of the participant's CalWORKs grant or his/her deletion from the assistance unit, the EW must be notified of the change within one workday.

The participant will be instructed to notify his/her CalWORKs EW of the change and to report it on his/her next QR 7.

.42 Services Cancellations

.421 Cancellation of GAIN Activity/Supportive Services

Within 15 work days of notification from the EW of the CalWORKs discontinuance or deletion from the Assistance Unit (AU), and effective date of discontinuance/deletion, the participant's activity assignment and supportive services payments will be stopped effective the date of discontinuance/deletion. Appropriate notices of action must be generated and mailed to participants and providers.

.422 Service Provider Cancellation Notice

The participant will be appropriately deregistered on GEARS and a GN 6011, Service Provider Cancellation/Stop Notice, will be automatically generated and centrally mailed to the provider.

.43 Deregistration

All CalWORKs participants shall be deregistered from GAIN/REP when any of the following occurs:

.431 Exemption Granted

The participant becomes or is exempt and does not volunteer for participation in the GAIN program.

.432 CalWORKs Case Terminated

When the participant is terminated from CalWORKs due to employment or deletion from the AU due to time limits, he/she is offered PES or PTL services. The participant is deregistered from GAIN unless he/she chooses to volunteer for PES ([Chapter 1000](#)) or PTL ([Section 1412.5](#)).

.433 Second Parent Exempt/Other Parent Meeting Welfare-to-Work Requirements

The participant is the second parent (exemption [Code 13](#) eligible) in the household who chooses to not participate in GAIN because the other parent is meeting the minimum weekly participation requirement of 35 hours through employment or GAIN activities, or a combination of GAIN activities and employment that total at least 35 hours per week.

.434 Sanctioned

The participant is sanctioned ([see Chapter 1300](#)).

.435 Inter-County Transfer

The participant's case is transferred to another county ([see Chapter 1500](#)).

.436 Cal-Learn Participant

The participant belongs in the Cal-Learn Program ([see Chapter 1800](#)).

.44 Record Folder Retention and Transfer

.441 GAIN Participant Record Folder (GPRF) Retention for CalWORKs Discontinuance

The GPRF will be retained by the GSW until the 15<sup>th</sup> of each month following the month of the CalWORKs termination.

.442 GPRF Retention after Deregistration

Upon deregistration, the GPRF will be transferred to the X-File via the Case Assignment/Transfer Clerk and retained for 90 calendar days before transferring to File Keepers.

**.5 Post-Time Limit (PTL) Services**

.51 Post-Time Limit Services and Participation Requirements

PTL outreach is provided to participants prior to the expiration of their 60-month time limits when registered in GAIN and accessing

services to ensure a seamless transition. Upon timing out, participants shall be encouraged, but not required, to continue in activities assigned prior to timing off and to volunteer for PTL activities. ([See Exhibit I](#))

.511 Job Retention (JR) Services

JR services provided under PTL are equal to the JR services provided under PES ([see Chapter 1000](#)) after CalWORKs case termination. These services differ only in the period of eligibility. ([See Exhibit I](#))

- (a) PTL JR services are available 12 months from the participant's deletion from the AU.
- (b) PES JR services are available for 12 months from the case termination.
- (c) Timed-off participants who are employed and meeting JR services requirements follow the PTL track rather than the PES track ([see Chapter 1000](#)).
- (d) At the end of the JR eligibility period, timely notices must be provided to participants prior to terminating activities and supportive services.

.52 Part-Time Employment Services

Participants who have timed off CalWORKs may receive supportive services for their part-time employment, if enrolled in concurrent GAIN activities for a minimum of 32 hours per week.

.53 Job Intern Participation Requirements

Unless the participant is employed full-time, a minimum of 32 hours per month Community Services participation, referred to as Job Intern (JI), is required to access PTL services.

.531 Waiving JI Participation as a Post-Time Limit Services Requirement

The GSW must determine if the participant is able to participate in JI prior to opening the component. JI activities may be limited or waived when/if the JI participation conflicts with a participant's:

- (a) Specialized Supportive Services (SSS) needs;
- (b) Physical health, part-time employment;
- (c) Approved GAIN activities; or,
- (d) The participant has Good Cause. ([See Chapter 400](#))

.532 Minimum JI Participation Requirement

The minimum 32 hours per **month** JI participation requirement is in addition to other approved PTL activities.

.533 Employment as a JI Participation Exemption

Timed-off participants employed at least 20 hours per week are eligible for JR with no JI requirement connected to the receipt of these services.

.534 Participant's Community Service Activity Assignment to JI

***If a participant's employment plan includes weekly hours of Community Service ([see Chapter 1100](#)) activities***, the maximum weekly hours that the participant can be assigned to JI activities can be calculated using the following State formula:

CalWORKs grant amount divided by the State minimum wage (currently \$6.75), divided by 4.3 (average number of weeks per month).

***Example:*** A participant is completing class work (12 hours per week) toward obtaining a certificate for massage therapy. Additionally, she is required to complete 120 hours of supervised therapy sessions. Upon requesting PTL services, the participant is referred for JI at the Veteran's Hospital to get the required supervised hours. To compute the maximum number of weekly hours that she may participate in JI, her worker divides her grant of \$645 by the State's minimum wage \$6.75. The participant is assigned to JI for 20 hours per week along with her 12 hours of class participation for a total of 32 hours per week.

$$(\$645 \div \$6.75 = 95.55 \div 4.3 = \mathbf{22 \text{ weekly hours maximum}})$$

.54 Voluntary Exempt Status

Timed-off participants who volunteer for GAIN program services are subject to the same requirements as other exempt participants.

.55 GAIN Participation Requirements for Participants Residing in Two-Parent Households

.551 Adults in Two-Parent Households Stand Alone

Once an adult in a two-parent household times off CalWORKs, he/she stands alone. Thus, weekly participation hours may **not** be combined for adults residing in two-parent households.

.552 32-Hour Per Week Participation for Timed-Off Adults

The timed-off participant who resides in a two-parent household is required to meet the mandatory participation requirement of 32 hours per month in a JI activity in addition to other activities that he/she is participating.

.553 Contribution to Federal Welfare-to-Work Participation Requirement

The aided parent who resides in a two-parent household is required to meet the federal work requirement (32 hours per week) of a one-parent household **without** contribution from the timed-off parent.

.56 Time Limits on PTL Services

The participant may access regular GAIN activities such as vocational education and job services beyond 12 months, if the CalWORKs case remains open (i.e., children are aided).

.57 Participants Ineligible for PTL Services

Eligibility for PTL services is limited to participants who have been deleted from the CalWORKs AU due to 60-month time limit, but whose CalWORKs case remains open for other household members (i.e., other adult parent or children receiving CalWORKs).

.571 Aided CalWORKs Participants

Participants receiving cash aid due to exemptions or time

limit extenders ([see Chapter 400](#)) are **included** in the AU; therefore, they are not eligible for PTL services. By definition, they are not timed-off the CalWORKs 60-month clock. Therefore, they are eligible for and should be referred to regular GAIN services.

**.572 Participants In Terminated CalWORKs Cases**

Timed-off participants who are employed and whose CalWORKs case is terminated are not eligible for PTL. If the CalWORKs case termination date is 12 months or less, these individuals may access services through PES. ([See Chapter 1000](#))

**.6 Family Preservation Program (FPP) and Family Reunification Program (FRP)**

The Family Preservation Program (FPP) is an integrated, comprehensive approach to strengthening and preserving families who are at risk of or already experiencing problems in family functioning. DCFS and the Probation Department contract with 41 Family Preservation agencies to provide these services. It also includes the participation of the Family Reunification GSW in the joint Multi-disciplinary Case Planning Committee (MCPC) meetings for better utilization and coordination of all available services.

The Family Reunification Program (FRP) enables families to receive GAIN services when the children are removed from the home and cash aid is terminated. It also requires the collaboration and coordination of services provided by both DCFS and DPSS and their respective staff.

The GSS re-assigns any case to a Family Preservation GSW on the day of discovering that a participant is engaged in FPP. The Regional designated FPP worker is required to attend all MCPC meetings for each FPP/FRP case assigned to his or her file.

**.61 Notification of Family Preservation and Reunification Participation**

**.611 Notification from Department of Children and Family Services (DCFS)**

**For Family Reunification (FR) Cases:**

- (a) DCFS initiates referrals when the court or the Children's Social Worker (CSW) determines that provision or continuation of GAIN services to the parent is



necessary for reunification.

- (b) Upon notification, GSW submits the case to his/her GSS to transfer to the designated FR GSS who will transfer the case to the FR GSW.

For Family Preservation (FP) Cases:

- (a) The DCFS Community Based Liaison (CBL) notifies the FP GSW when a case is designated as FP.
- (b) The CBL advises the GSW of an MCPC meeting or requests that the FP Agency Liaison notify the GSW of future meetings.
- (c) If the case is in GAIN under another file, the FP GSW ensures the case is transferred to his/her file.

.612 Notification from Participant

- (a) Participant responds positively to GSW when asked if he/she is currently engaged in Family Preservation.
- (b) Upon notification, GSW submits the case to GSS to transfer to the designated FP GSW.

.62 GAIN Participation for Participants Engaged in FRP Activities

.621 Participants who are engaged in Family Reunification:

- (a) Do not receive a cash grant when children have been removed from the home or the remaining AU members become ineligible for cash assistance due to excess income.
- (b) Are eligible for GAIN services for up to 180 days from the date of the child's removal from the CalWORKs AU. This may be extended another 180 days for good cause.
- (c) May meet GAIN participation requirements with DCFS Family Reunification activities and other WtW activities. Before opening the FRP component, the Family Reunification flag on the GEARS MPRS screen must be "Y".

- (d) Are **not** subject to the compliance or sanction process, if the Employment Plan is signed. Instead, DCFS is notified of the participant's failure to comply or make satisfactory progress.
- (e) May participate immediately and have a sanction ended, if necessary.
- (f) Are not eligible for homeless assistance.

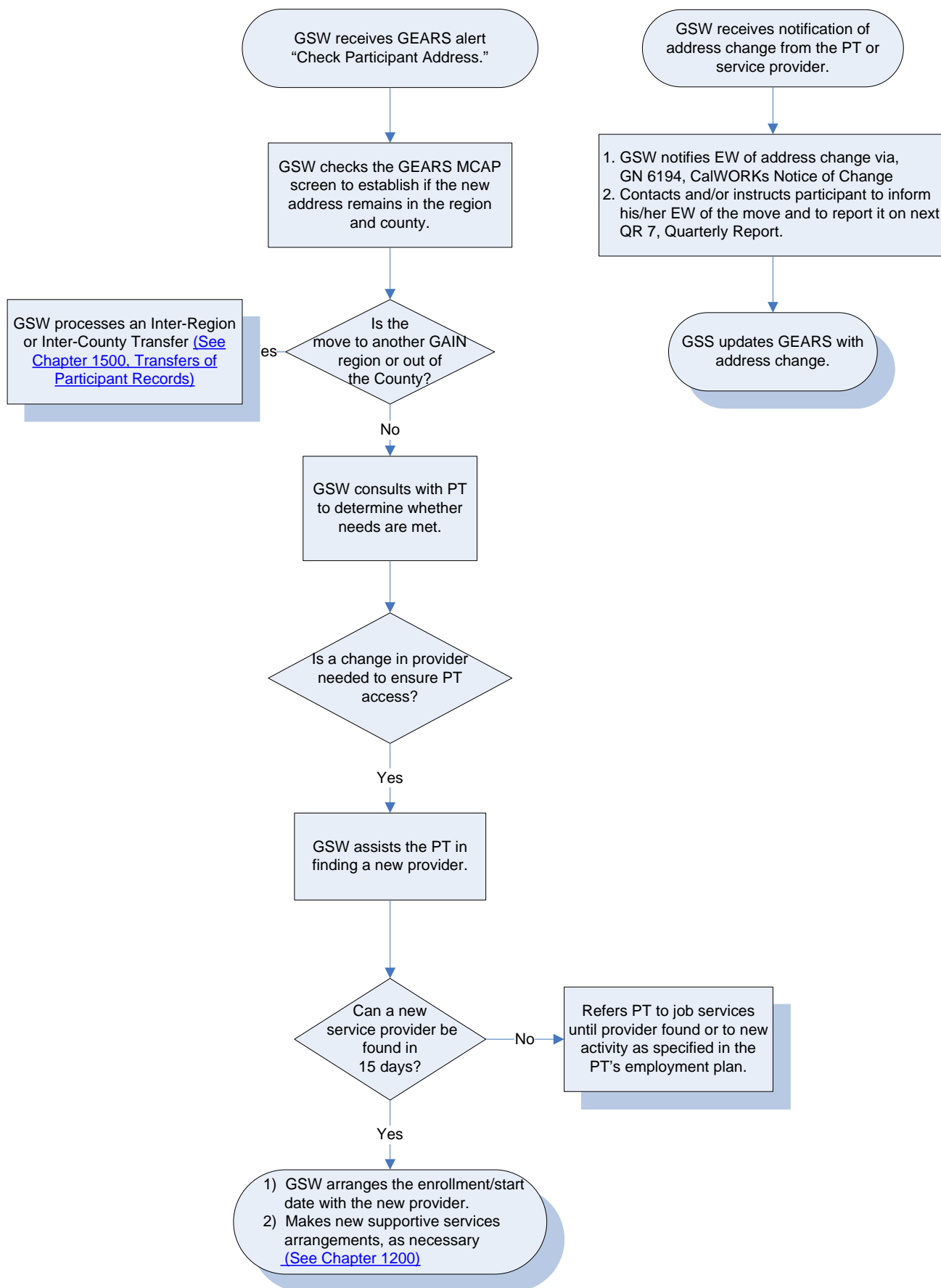
.63 GAIN Participation for Participants Engaged in FPP Activities

.631 Participants who are engaged in Family Preservation:

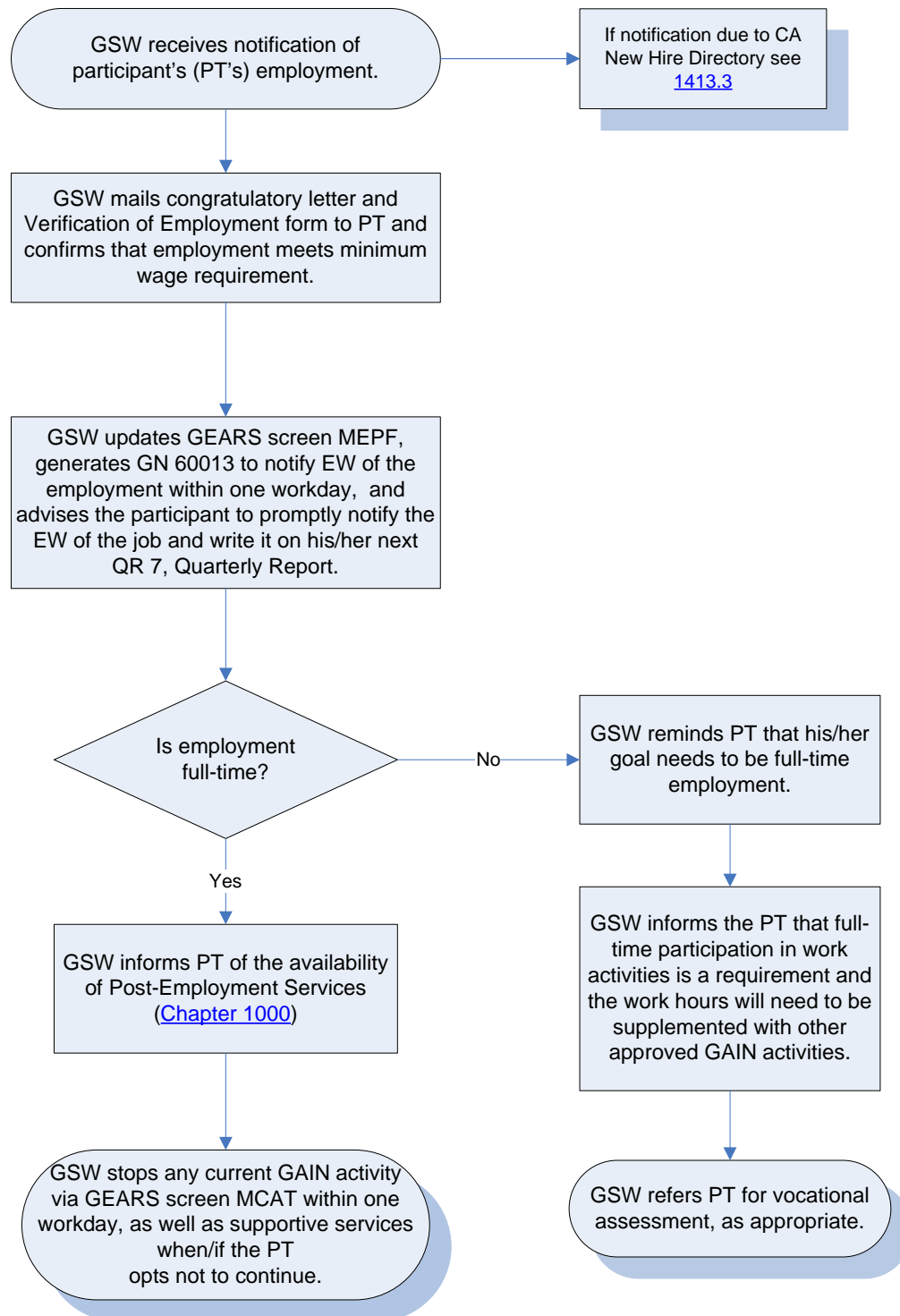
- (a) May have Family Preservation activities included in their employment plan.
- (b) Are eligible for linkage services such as domestic violence, mental health and substance abuse; their hours of participation are reflected under the appropriate GAIN component (e.g., 002, 003).
- (c) Other than specialized supportive services activities, Family Preservation hours approved for WtW participation requirement must be reflected under FPP component.
- (d) Are subject to the compliance and sanction process.

## 1413 DECISION CHARTS

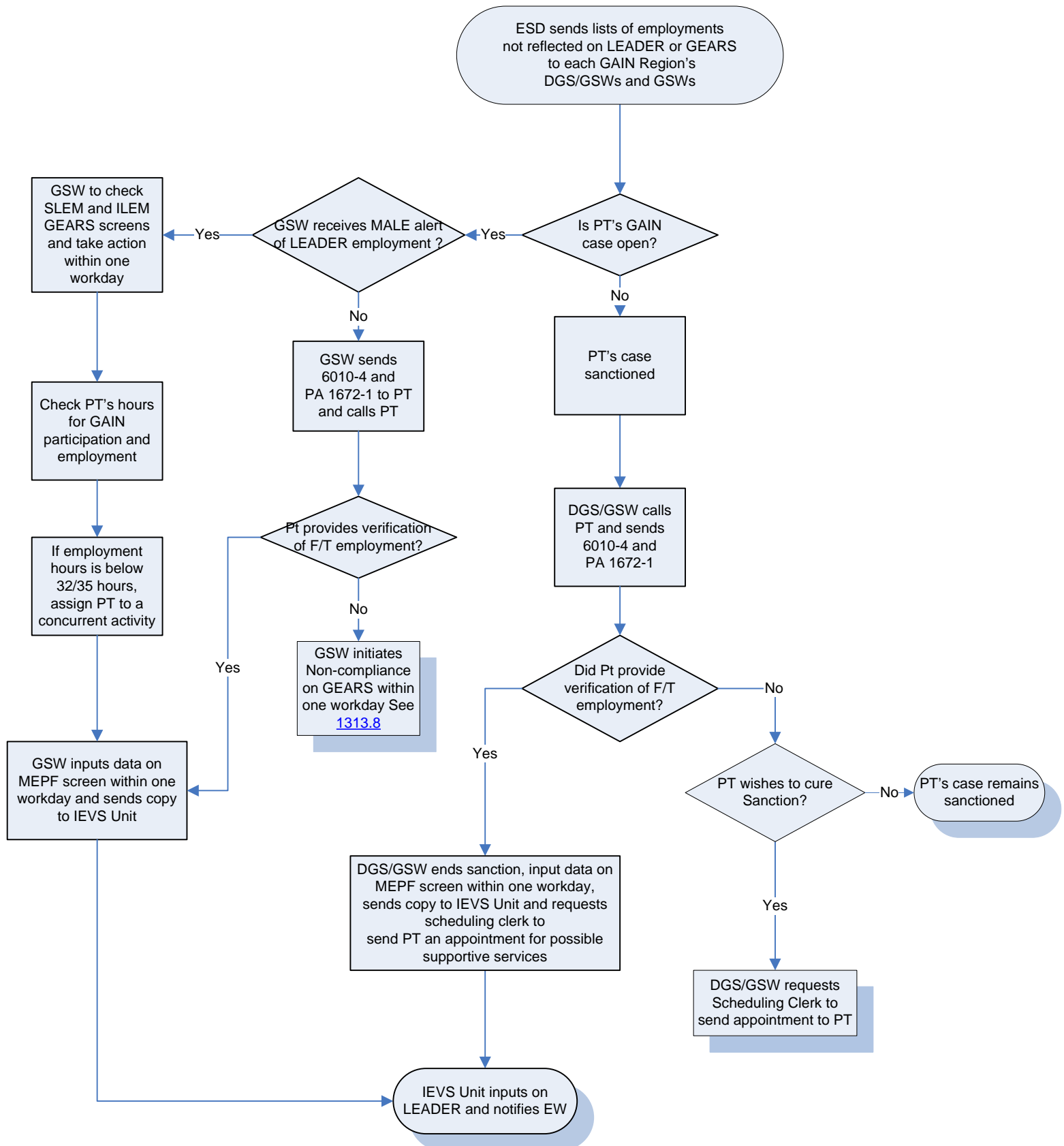
### 1413.1 Address Changes Decision Chart



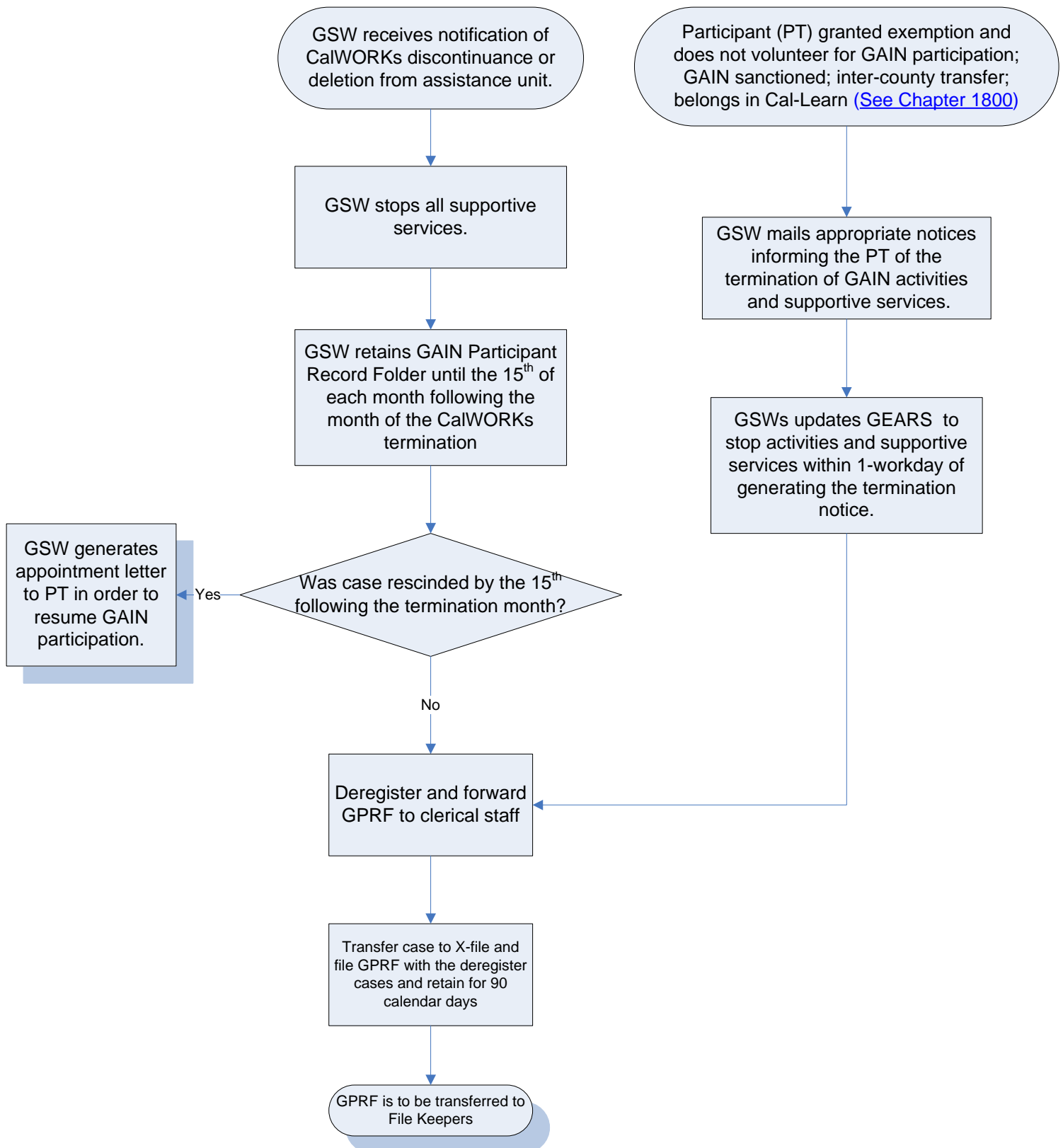
## 1413.2 Participant Employment Decision Chart



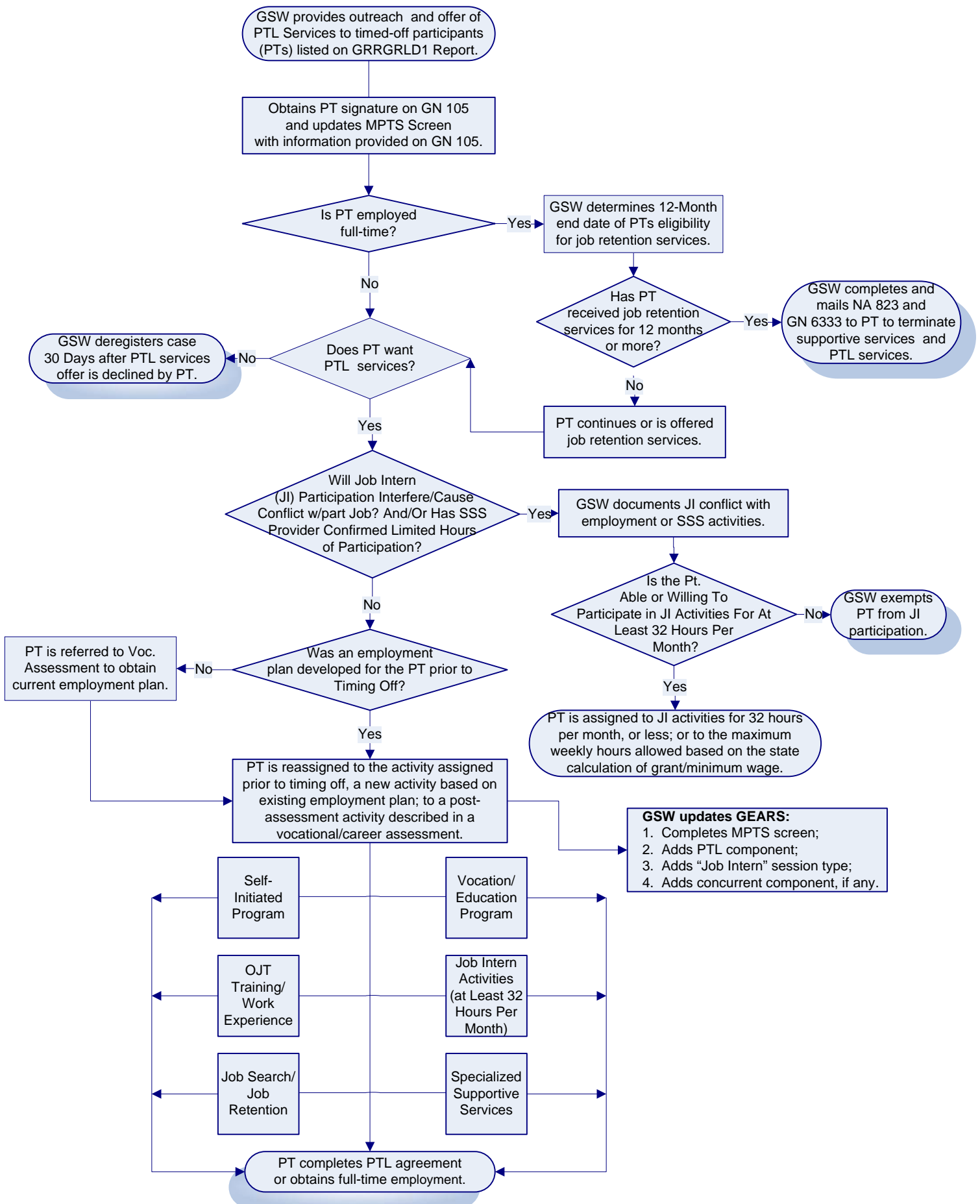
### 1413.3 New Hire Registry Listing Decision Chart



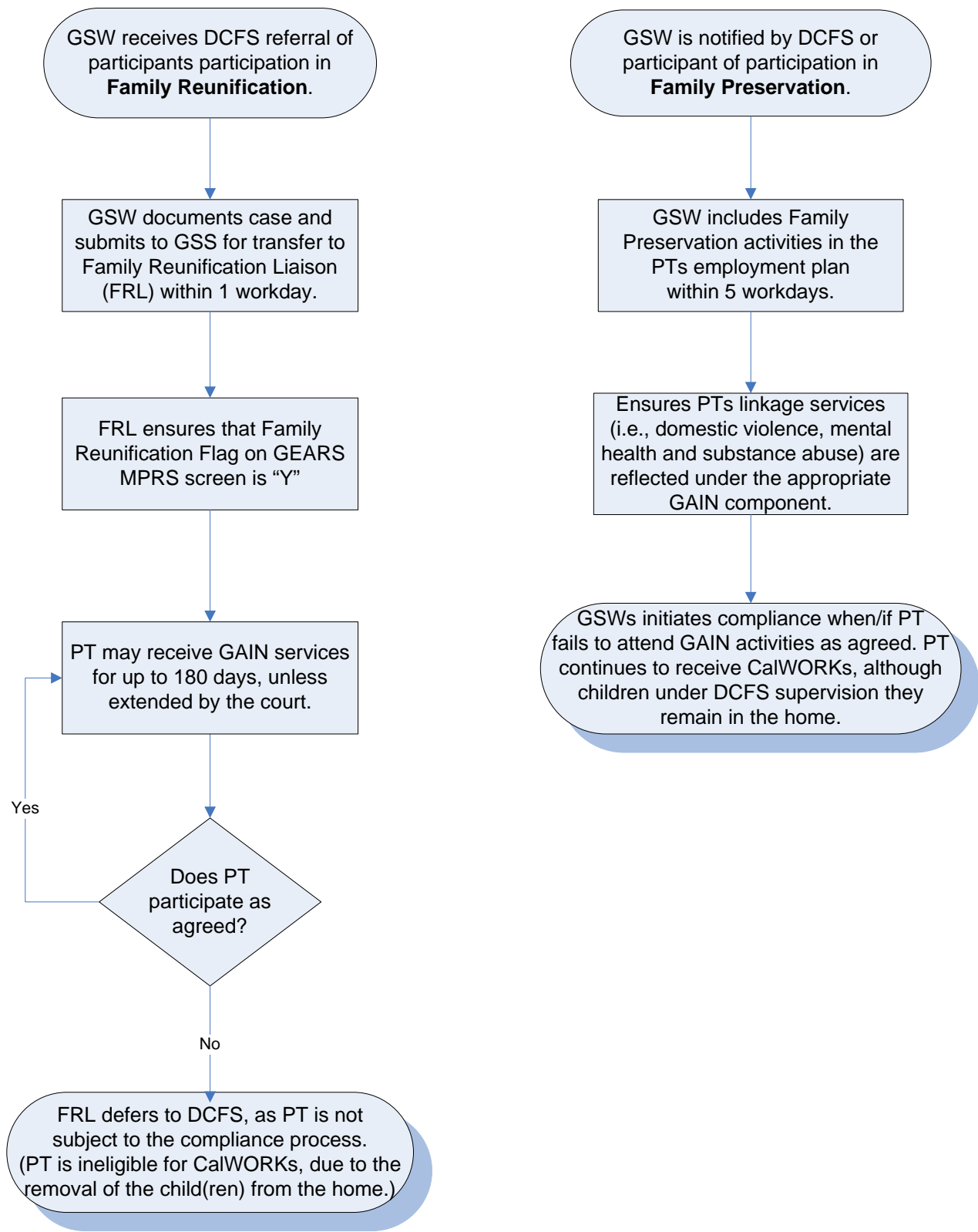
**1413.4 CalWORKs Discontinuances and Deletions of Participant from Assistance Unit Decision Chart**



## 1413.5 Post-Time Limit Services Decision Chart



## 1413.6 Family Preservation and Reunification Decision Chart





**.1 Exhibit I-JOB RETENTION (JR), POST-TIME LIMIT (PTL) AND POST-EMPLOYMENT SERVICES (PES) ELIGIBILITY CHART**

<b>DETERMINING ELIGIBILITY</b>	<b>JR</b>	<b>PTL</b>	<b>PES</b>
<b><i>What is it?</i></b>	JR is a state authorized service for employed former CalWORKs participants whose cases are terminated. The state provides guidelines and makes funding available for counties that choose to provide these services.	PTL is the program under which JR services are provided to employed participants deleted from the Assistance Unit (AU); consequently ineligible for PES. JR is one of the services provided under the PTL umbrella. Therefore, services are not limited to the employed.	PES is the program under which DPSS provides state approved JR services to employed CalWORKs and former participants. Services are provided solely to assist employed participants to retain employment and improve career potential.
<b><i>How are services distinguished?</i></b>	State regulations give counties discretion to establish policies determining the duration and types of JR services provided to its employed CalWORKs participants. Existing JR/PES policies were approved by the state in our County Plan.	PTL services are available for timed-off participants who have been deleted from the CalWORKs AU due to the 60-month time clock. Services are provided to assist the timed-off participant to complete existing activities, as well as continue accessing GAIN services (including but not limited to JR).	PES services are available for employed current and former CalWORKs participants who become employed full-time, at least 32 hours per week (single parent household)/35 hours per week (two-parent household). Former participants (CalWORKs terminations) must be employed in order to access services.
<b><i>What are the eligibility requirements?</i></b>	Participant must meet the employment criteria on verifiable employment, as specified by the county.	Participant must meet the full-time employment criteria (minimum 32/35 hours per week), volunteer for GAIN, and request JR services within 12 months of timing off CalWORKs.  <b>Note:</b> Participants may volunteer for regular GAIN activities, if not employed.	Participant must meet the full-time employment criteria (minimum 32/35 hours per week). Participant may be employed part-time (minimum 20 hours per week) on verifiable employment if participating in a concurrent activity to meet the 32-hour per week WtW participation requirement.
<b><i>What are the time limits on the participant's services eligibility?</i></b>	1) Participant is eligible for 12 months after timing-off CalWORKs (adult deleted from AU). 2) Participant is eligible for 12 months after CalWORKs cash aid is terminated (CalWORKs case).  <b>Note:</b> State regulations limit actual services to 12 months. However, the counties determine the eligibility period.	Participant is eligible for JR services for 12 months after being deleted from the CalWORKs AU, due to time limits.  <b>Note:</b> Participant becomes ineligible, when the CalWORKs case is terminated, the participant receives exemptions or time limit extenders are granted resulting in the participant becoming eligible for cash aid.	1) Participant is eligible during the 60 months that the participant receives CalWORKs. 2) Participant is eligible for 12 months after the CalWORKs case is terminated.  <b>Note:</b> Participants with an open CalWORKs case become ineligible for PES after timing off their 60-month clock.